BT Business Total Broadband

User Guide

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To install your BT Business Hub, follow your handy **Quick Start** guide.

This User Guide contains more detailed set-up and service information, including troubleshooting.

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We can set it all up for you
For a small charge, a BT Business IT Support engineer can visit and set up your broadband, email and security – and give you a brief introduction to the service. Making sure you get the most out of your broadband whilst freeing up time so you can focus on running your business. Call us on 0800 400 400*.

* Calls to 0800 numbers are free from UK landlines. Mobile costs may vary. See **www.bt.com/pricing** for details. All calls made to BT or from BT may be recorded to help us give you a better service.

Welcome to BT Business Total Broadband

Your fast broadband is nearly here

Use this guide to find out all about your BT Business Total Broadband service and your new Business Hub, including more detailed set-up and how to get support and advice, should you have any problems.

What to do next

Please wait until your activation day (date advised in your 'welcome' letter or email). Your service may not be activated until 8pm on your activation day. **Please do not try to set up your service before it is activated.** As you move through the set-up, we'll explain how the Hub shows if your service is active, or whether you need to wait a little longer.

What else you need to know

Your broadband service will give you the fastest speed your phone line can support. Line speeds may vary depending on a number of factors, such as line quality, distance from the exchange or usage on the network.

Your line needs time to establish its best broadband speed. To make sure you receive the fastest, most reliable service possible on your line, we'll remotely test it for up to ten days after your broadband is activated. This may occasionally interrupt your service and cause your speed to vary. This is normal, and your speed will settle down after ten days.

Please note: if you use an online speed checker to test your broadband speed during these ten days, it may give you an inaccurate and misleading result.

If you have any problems, see Help on page 29.

We hope your new service boosts your business.

Best wishes,

BT Business Total Broadband team

Learn about...

Your complete broadband package includes lots of great features to help you get the most out of the internet.

Use this section to learn about your service	Page
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BT Business Total Broadband features and services

BT Business Total Broadband includes lots of great features and services, including email, security, web space and more.

Once your BT Business Hub is set up and you're online, find out about all the great things BT Business Total Broadband has to offer at **www.bt.com/business/help**

Desktop Help

Desktop Help is a tool that identifies problems with your broadband, email or Wi-Fi connection, suggests quick fixes or fixes problems remotely.

It's installed automatically when the CD included in your Welcome Pack is used to set up your BT Business Total Broadband service. Once Desktop Help is installed, you'll see the icon on your desktop.

To help you make the most of Desktop Help, we recommend that you install it on each computer connected to your BT Business Total Broadband service.

To find out more about Desktop Help or to download it if it's not already installed, go to **www.bt.com/business/help/desktopdownload**

BT Business Hub

Your BT Business Hub is a broadband router that can connect computers to the internet using wired or wireless connections. Your Hub can share the broadband service across separate computers and devices (e.g. printers) and BT services such as BT Business Broadband Voice and BT Office Anywhere.

Broadband speed

Your broadband service will give you the fastest speed your phone line can support. Line speeds may vary depending on a number of factors, such as line quality, distance from your exchange or usage on the network.

For accurate information about your broadband speed, see our speed checker at **http://speedtester.bt.com**

Note: to make sure you receive the fastest, most reliable service possible on your line, we'll remotely test it for up to ten days after your broadband is activated. This may occasionally interrupt your service and cause your speed to vary. This is normal, and your speed will settle down after ten days.

If you use an online speed checker to test your broadband speed during these ten days, it may give you an inaccurate and misleading result.

> More information on BT Business Total Broadband – go to **www.bt.com/business**

> Set-up – see page 6

> Extra features – see page 17

> Help – see page 29

Set-up

Getting set up with BT Business Total Broadband is easy. Simply follow the separate **Quick Start** guide or use this section for more detailed set-up information.

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1 When to start

Important: you can only set up your broadband on or after your activation date. If it isn't your activation date yet, please wait until then before following the steps below. Your activation date is in your 'welcome' letter and email.

Please wait until your activation day (date advised in your 'welcome' letter or email). Your service may not be ready until 8pm on your activation day. **Please don't try to set up your service before it's activated.** As you move through the set-up, we'll explain how the Hub shows if your service is active, or whether you need to wait a little longer.

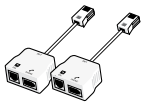
If you're moving an existing broadband connection to BT, your existing connection will stop working. When this happens, you can start setting up your Hub.

2 Check contents

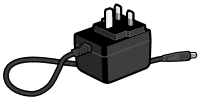
Open your Hub box and check you've everything you need to get started. You may not need to use all the items enclosed to set up your broadband. We'll explain what you need as you go through this set-up.

BT Business Hub and stand

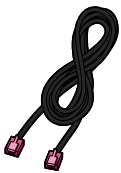
Installation CD



ADSL filters (x2)



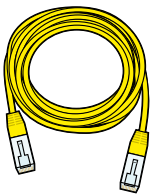
Power supply



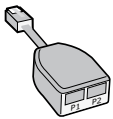
Broadband cable (black with pink ends)

You may not need all these items:

Wireless settings card



Ethernet cable (yellow)



Note: you may also get a BT Business Broadband Voice adapter.

If something you need to use is missing, call us on 0800 169 8639.

3 Unplug existing modem, router or Hub

If this is your first connection to the internet, go to step 4.

If you already connect to the internet using a modem, router or Hub, it **must be unplugged** to avoid problems with your new broadband set-up:

- if your computer is using a built-in modem: unplug the cable running from your computer to the phone socket
- if your computer connects to a separate modem, router or Hub: unplug any cables running from it to your computer, phone socket and mains power

If you already have broadband and ADSL filters attached to your phone lines, you can leave them in place and re-use them with BT Business Total Broadband.

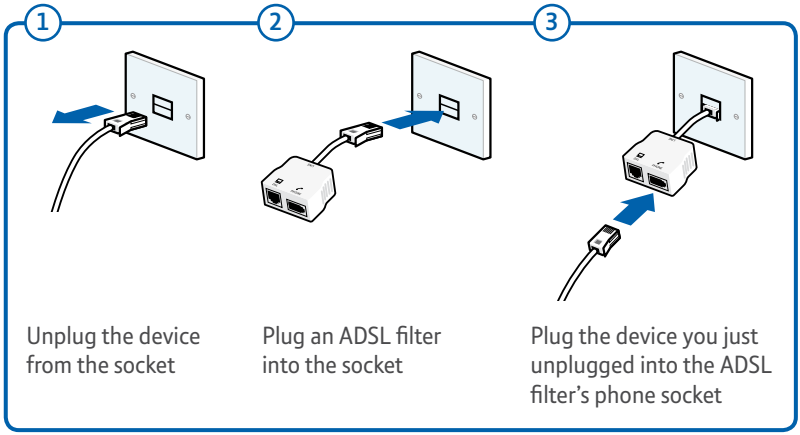
> If you already have a BT Business Hub, see page 41
> To continue to use your existing broadband modem or router, see page 40
> For information on disposing of electrical equipment, see page 54

4 Fit ADSL filters

You need to use ADSL filters to stop your telephone calls interfering with your broadband service. Any devices (telephones, faxes, extension bells, digital TV boxes (e.g. Sky®) or monitored-alarm systems) that plug into your phone line need filters fitted to them.

If you don't already have filters fitted from a previous broadband connection...

At **each** phone socket that you're using:


1
2
3
Unplug the device from the socket
Plug an ADSL filter into the socket
Plug the device you just unplugged into the ADSL filter's phone socket

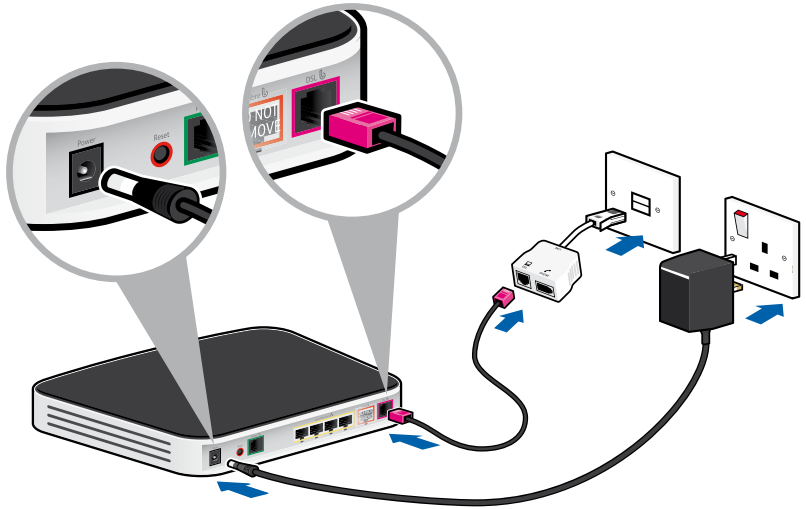
> For help and examples on fitting filters, see page 42
> If you don't have enough filters, see page 44
> If you have an ADSL master socket, see page 44

5 Plug in Hub

Your Hub needs to be plugged into mains power and one of the ADSL filters that you fitted in step 4.

1 Plug the broadband cable (with pink ends) into the DSL socket on your Hub and the ADSL modem socket on one of the ADSL filters.

2 Plug the power cable into your Hub's power socket and a nearby mains power supply.



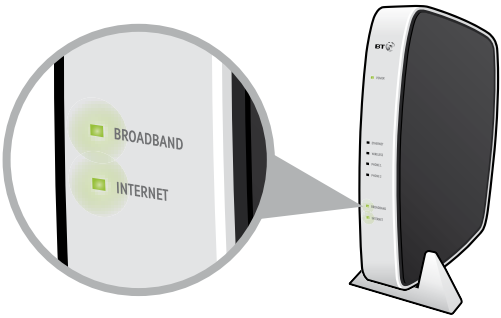
Please **don't** plug in the yellow Ethernet cable just yet – we'll tell you when to connect it, if you need to.

If the broadband cable isn't long enough to reach one of your ADSL filters, see 'Can I use an extension lead to connect my Hub to my phone socket?' on page 41.

6 Check Hub lights

Wait for your Hub's Broadband and Internet lights to glow green. This will take a few minutes.

If the Broadband and Internet lights aren't glowing green after a few minutes, see page 30.



7 Connect computer

Decide how you're going to connect your computer to your Hub and choose whether to use the CD or manual set-up. Using the CD will help you choose and set up your connection.

I'd like to...	Page
Connect computer using CD (recommended)	12
Connect computer using wireless without CD	13
Connect computer using the Ethernet cable without CD	15

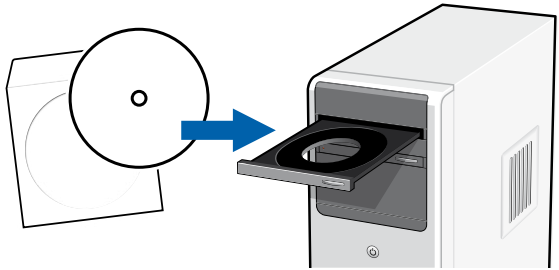
> If you don't have a wireless adapter or your computer isn't wireless-enabled, see page 47

Connect computer using CD (recommended)

Run the CD to help you connect your computer to your Hub and make sure your computer is set up correctly for using BT Business Total Broadband. If you have more than one computer, run the CD on each one to connect it to your Hub.

1 Insert the CD into the computer that you want to connect to your Hub.

2 Wait a few moments for the CD to start, follow the on-screen instructions.



IMPORTANT If your CD doesn't run automatically:

1 insert the CD into your CD drive
2 if asked to install or run a program, close this window
3 go to **My Computer** and double-click on the drive containing the CD
4 double-click on the file name **setup.exe**
5 follow the on-screen instructions

> If CD doesn't automatically run, see above or page 39
> If CD asks you to enter your **username** and **password**, see page 39

Connect computer using wireless without the CD

1 If your computer is already connected to your Hub using an Ethernet cable, unplug this cable.

2 Place your computer close to the Hub for a good wireless signal.

3 If you haven't already, install your wireless adapter in your computer using the adapter manufacturer's instructions. If you're using a laptop with built-in wireless, turn wireless on by either using the wireless switch (if your computer has one) or activating wireless from within your wireless software. Your wireless adapter must be 802.11b or g compatible.

If you don't have a wireless adapter or your computer isn't wireless-enabled, see page 47.

4 Find your Hub's preset wireless network name/SSID and Wi-Fi key (WPA2). These are printed on your wireless settings card (found in your Hub's box) and also on the side of your Hub.

Your wireless settings card

Wireless settings label (on side of Hub)

5 Follow the instructions for your computer's operating system below or, if your wireless adapter has its own software, use this to set up your wireless connection – its help function may be useful if you aren't sure how to do this.

Windows 7, Vista and XP

1 **Windows 7:** Click on the wireless icon in the system tray

Vista: Go to **Start**, click **Connect To:**

XP: Go to **Start**, click **Connect To:** then click **Wireless Network Connection**

2 Highlight your Hub's network name in the list (checking that the last three digits match your Hub's details, e.g. BTBusinessHub-110) and click **Connect.**

3 Type your Hub's Wi-Fi key into the:

Windows 7: **Security key** box

Vista: **Security key or passphrase** box

XP: **Network Key** box

4 Click **Connect** and wait a few moments while your computer connects to your Hub.

Mac OS X

1 Click the **AirPort status** icon in the menu bar.

2 Highlight your Hub's network name (checking that the last three digits match your Hub's details e.g. BTBusinessHub-110).

3 Click the Hub's network name.

4 Type your Hub's Wi-Fi key into the **Password** box.

5 Click **OK** and wait a few moments while your computer connects to your Hub.

6 Open your web browser – you should be on the internet. If you can't connect to the internet, please restart your computer and try the 'Connect computer using wireless without the CD' steps again.

> If your computer is showing the message, 'Windows cannot configure this wireless connection', see page 50
> If you still can't connect, we recommend that you run the CD and use Desktop Help (see page 4) to help you fix your problem
> If a dial-up window appears, see page 52

7 **Congratulations** – you're now connected to BT Business Total Broadband using your BT Business Hub. To continue set-up and explore your broadband service's great features, go to **www.bt.com/business/activate**

To connect extra computers, go to step 8 on page 16.

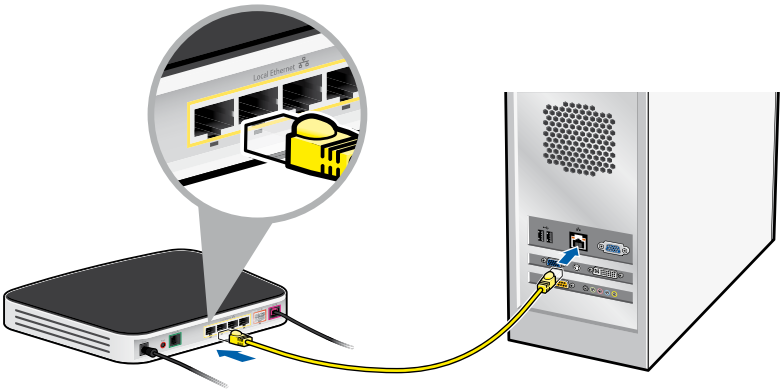
Connect computer using the Ethernet cable without the CD

1 Check that your computer has a spare Ethernet port. This is a small socket on the back or side of your computer and is usually marked LAN, Ethernet, or . If you aren't sure, check your computer documentation.

2 Plug one end of the yellow Ethernet cable into one of your Hub's Ethernet sockets.

3 Plug the other end of the Ethernet cable into your computer's Ethernet socket.

4 Open your web browser – you should be on the internet. If you can't connect to the internet, please restart your computer and try the 'Connect computer using the Ethernet cable without the CD' again.



> If you still can't connect, please check that your computer's IP settings are correct (see page 24) or run the CD
> If a dial-up window appears, see page 52

5 **Congratulations** – you're now connected to BT Business Total Broadband using your BT Business Hub. To continue set-up and explore your broadband service's great features, go to **www.bt.com/business/activate**

To connect extra computers, go to step 8 on page 16.

8 Connect extra computers

To connect extra computers, simply choose the way you'd like to connect from the list below and then follow the steps on the relevant page.

Connecting extra computers **using the CD**
Follow the steps on page 12.

Connecting extra computers **using wireless without the CD**
Follow the steps on page 13.

Connecting extra computers **using the Ethernet cable without the CD**
Follow the steps on page 15.

Extra features

BT Business Total Broadband includes extra features that you can set up once you're online.

Important: you may be asked to enter your admin password when changing or saving settings in your Hub Manager. The default admin password for your Hub Manager is your BT Business Hub's serial number – you can find this on the side of your Hub. You can change this default password using your Hub Manager (see page 52).

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Security

Make sure you've got an internet connection before changing your wireless security.

Your wireless network

Your BT Business Hub is already set up with the following:

- a unique network name (SSID, or Security Set Identifier)
- a network encryption key (WPA, or Wi-Fi Protected Access) for added security
- wireless security (WPA/PSK or WPA2-PSK, also known as WPA-Personal)

Important: Some older wireless adapters and laptops may not be compatible with the default security settings on your Hub and may only support WEP (Wired Equivalent Privacy) security. Most newer devices will support WPA/WPA2. If your device doesn't support WPA connection, see 'How do I change my Hub to accept WEP wireless connections?' on page 48. Always make sure you're connected before you try and change any of your settings.

You could change the level of security for your wireless network in a number of ways

A Change the preset network name or SSID for your Hub. This helps to hide your network from unauthorised users and potential hackers who may be scanning for wireless networks.

When choosing a new SSID, we recommend that you avoid anything that could identify the wireless network with your company, e.g. your company name, location etc.

B Disable the broadcast of your wireless network name/SSID. Wireless network devices automatically broadcast certain information, including the network name/SSID. You can disable the broadcast of your network name/SSID, which will help to hide your network from casual browsing. Any device wishing to connect to your network must then type in the correct network name.

C Choose your own Wi-Fi key/wireless network passphrase. The preset Wi-Fi key is printed on the label on the side of your Hub. We strongly recommend that you change this to a passphrase of your choosing.

Please note the following points about your new passphrase, which will help to make it more secure:

- it should include a mix of letters (upper and lower case), numbers and punctuation
- it should be unique
- it should not be easy for someone else to guess
- it should not be your company name, location etc

D Set up MAC (Media Access Control) address filtering. Every wireless and network device has a unique identifier, called a MAC address. Your Hub uses the MAC address to report on the devices that are connected to it. By setting up MAC address filtering, you can choose which devices you'd like to connect to your Hub and also block any devices that you don't wish to allow access.

E You have a choice of security levels. For extra security, you can change all your devices or adapters to WPA2.

If you change your Hub's Wi-Fi key or network name/SSID, all your wireless devices will lose their connection to your Hub. You'll need to reset each device to match the new wireless settings.

To configure your wireless settings:

1 open your web browser, type **http://home** (for your Hub Manager) in the address bar and press Enter or your return key, or double-click the Hub Manager icon on your desktop

2 click on the Wireless icon – the Wireless Configuration screen will appear

3 when you've made your changes, click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Hub. Please note: any custom encryption key entered is shown as ••••••••••.

If you change your Hub's Wi-Fi key or network name/SSID, all your wireless devices will lose their connection to your Hub. You'll need to reset each device to match the new wireless settings.

You can find more detail on changing and configuring your wireless settings on your CD.

Get extra help
For a small charge, BT Business IT Support can help you with setting your additional security. Call us on 0800 400 400*.

* Calls to 0800 numbers are free from UK landlines. Mobile costs may vary. See **www.bt.com/pricing** for details. All calls made to BT or from BT may be recorded to help us give you a better service.

Firewall

Your Hub's **Firewall Monitor** continuously assesses any threats to your network, while automatically keeping itself up to date with software updates.

To configure your firewall settings:

1. open your web browser, type **http://home** (for your Hub Manager) in the address bar and press Enter or your return key
2. click on the Firewall icon to open the summary
3. edit your firewall settings
4. when you've edited your settings, click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Hub

Email

Important: if you didn't choose to have your email set up during the set-up CD, you'll need your BT Connect email address and BT Connect email password (in the 'welcome' emails and letters we sent when you ordered your BT Business Total Broadband service) to set it up in your email application (e.g. Outlook) yourself. Remember, you can also always access your email at **www.btbroadbandoffice.com/webmail**

Once you've got these details, open your email application and go to your email account options to set up an email account or change your email settings. You'll need this information about our mail servers:

Our incoming mail server name is **pop3.btconnect.com**

Our outgoing (SMTP) mail server name is set to **mail.btconnect.com**

Note: if you're using a non-BT mail provider, you'll need to enter the name of the incoming mail (POP3) server for that mail provider; the outgoing mail (SMTP) server will remain **mail.btconnect.com**

Find out more about setting up your email at **www.bt.com/business/help/email**

Networking

You can set up your office network using Ethernet and wireless to connect every device in your office.

To add computers to your network, run your CD on the computer that you'd like to connect.

You can use your Hub to:

- share a single internet connection between a number of computers
- share files, printers and certain other equipment
- surf the internet from anywhere in your office

To find out more about configuring your office network, download our technical guide at **www.bt.com/business/help/networkguide**

To see a summary of your network:

1 open your web browser, type **http://home** (for your Hub Manager) into the address bar and press Enter or your return key

2 click on the Local Network link (it's below the Top Networking Features section)

Domain names

A domain name is an internet address. If you have a domain name with a non-BT provider, we recommend that you transfer it to BT Business so you'll have a single source of contact for technical issues.

Spam advice: make sure our mail servers don't block your domain name

If you'd prefer not to transfer your domain name but you wish to use it to send and receive email across BT's mail servers, you'll need to contact us to tell us your domain name(s). This is so our servers recognise your domain name and don't think it's spam. See page 58 for our contact details.

We'll then confirm that you own the domain name. This only takes a minute or two and helps us ensure the security of our mail servers.

If you don't have a domain name, or wish to add a new domain, you can order it with BT. Go to **Your account** at **www.myoffice.bt.com**.

Please note: the BT Web Hosting includes one '.co.uk' or '.org.uk' domain name free of charge. You'll need to pay for extra domain names.

To find out more about ordering, using or transferring a domain name, go to 'Help & Support' at **www.bt.com/business/help/broadband**

Content screening

Content screening is when you use your Hub to block images and web addresses.

To set up content screening:

1. open your web browser, type **http://home** (for your Hub Manager) in the address bar and press Enter or your return key
2. click on the Content Screening icon in the Quick Service Links section
3. customise the Content Screening groups as required
4. click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Hub

Internet access control

Internet access control is when you use your Hub to block internet-based applications such as chat rooms, instant messaging and online gaming.

To set up internet access control:

1. open your web browser, type **http://home** (for your Hub Manager) in the address bar and press Enter or your return key
2. click on the Access Control link in the Quick Service Links section
3. click the Time Schedule link and customise the Time Schedule for each device as required
4. click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Hub

Static IP

If you want to host a web site, you may have ordered multiple Static IP with your BT Business Total Broadband service. If not, you can subscribe using **Your account** at **www.bt.com/business/login**. Once you've installed your BT Business Hub, please follow these steps to set up your multiple Static IP addresses:

1. open your web browser, type **http://home** (for your Hub Manager) in the address bar and press Enter or your return key
2. click on the Broadband icon then Link Configuration
3. scroll down to the Public IP Address section and select Enable
4. in the Router Address field, enter your BT Business Hub address (see 'router address' in the 'welcome' emails or letters we sent when you ordered Static IP); in the Subnet Mask field, enter your subnet mask address as follows: if you have 5 Static IP addresses enter 255.255.255.248, if you have 13 Static IP addresses enter 255.255.255.240
5. click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Hub
6. you'll see a confirmation message that all's okay

Once you've set up your multiple Static IP addresses, you can use one of the following methods to assign your LAN computers to your public Static IP addresses (supplied with your order for Static IP addresses).

If you need help with your computer settings, go to **www.microsoft.com** for PCs, or **www.apple.com** for Macs, and search for 'Change TCP/IP settings'.

Set the IP Address of the computer via the computer

1. If your Hub's address is 217.37.237.78 and the subnet mask is 255.255.255.240, manually change the computer's TCP/IP settings from Obtain an IP address automatically to Use the following IP address and from Obtain DNS server address automatically to Use the following DNS server addresses.

2 Enter the IP Address you wish to set the computer to (e.g. 217.37.237.65) and the Subnet mask to 255.255.255.0, the Gateway to 217.37.237.78 and the DNS Server to 217.37.237.78.

3 Renew the IP address of the computer as shown below. Your Hub automatically detects the Static IP and removes the IP address from the public Static IP DHCP pool.

Set your Hub to always provide the same Static IP address

1 Keep the computer in DHCP mode (i.e. obtain an IP address automatically).

2 Open your web browser, type **http://home** (for your Hub Manager) in the address bar and press Enter or your return key.

3 Select Settings, then LAN, followed by NAT & Address Allocation.

4 For the required device, select Public (select WAN IP Mapping) for Address Assignment and Public Fixed: 217.37.237.73 for WAN IP Mapping.

5 Click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Hub.

Set your Hub to provide any available Static IP address

1 Keep the computer in DHCP mode (i.e. obtain an IP address automatically).

2 Open your web browser, type **http://home** (for your Hub Manager) in the address bar and press Enter or your return key.

3 Select Settings, then LAN, followed by NAT & Address Allocation.

4 For the required device, select Public (select WAN IP Mapping) for Address Assignment and Public from pool: 217.37.237.72 for WAN IP Mapping.

5 Click Save before you close the window. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Hub.

IMPORTANT: each time you change these settings, you'll need to:

1. click **Save** to save your new settings. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Hub
2. release and renew the IP address of the computer to allow it to receive the new public Static IP address

- To renew the IP address in Windows:
  - click the Windows **Start** button, then select **Run** (or type in the Search box in Windows 7)
  - type **cmd** in the dialogue box, then click **OK**
  - an MS DOS window will appear – type in **ipconfig/release** and press **Enter**
  - you'll see a number of lines of text and the prompt will appear again – type in **ipconfig/renew** and press **Enter**
  - your public Static IP addresses will be listed
  - when you've finished, close the MS DOS window
- To renew the IP address in Mac OS X:
  - click the Apple icon, then select **System Preferences...**
  - click the **Network** icon to open Network preferences
  - select your connection type from the list of services on the left (e.g. Built-in Ethernet for wired, or AirPort for wireless)
  - click **Advanced...**
  - select the **TCP/IP** tab and click **Renew DHCP Lease**
  - when you've finished, click **OK**, then close the Network window

Your Hub's firewall will continue to protect the computers assigned to the public Static IP address. You may have to open specific ports if you plan to host certain applications.

BT Openzone wireless internet access

BT Openzone is a secure wireless broadband (Wi-Fi) service that you can access in public places ('hotspots') such as airports, hotels and motorway service stations. You can get online at BT Openzone hotspots throughout the UK and Republic of Ireland, and at selected locations abroad.

Your BT Business Hub is already set up as a BT Openzone hotspot. This means you can offer secure, separate, publicly accessible wireless broadband for your customers and visitors.

If you don't want to offer BT Openzone using your Hub, follow these simple steps.

1. Once you've set up your BT Business Total Broadband service (for set-up, see page 6), access your Hub Manager by typing **http://home** in the address bar of your web browser and pressing Enter or your return key, or double-clicking the icon on your desktop.
2. Click on BT Openzone in the Quick Service Links section.
3. Click Disable. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Hub.
4. Your Hub will stop broadcasting the BT Openzone SSID immediately.

Please note: the status may show as 'pending' for up to 24 hours while our systems update.

To find out more about your BT Openzone service, go to **www.bt.com/business/help/hubopenzone**

BT Business Broadband Voice (VoIP)

Making and receiving calls

BT Business Broadband Voice is a VoIP (Voice over Internet Protocol) service. You can use it with your BT Business Hub to make and receive calls over the internet – your voice is transmitted over your broadband connection just like any business file or email.

Want to order BT Business Broadband Voice?

There's a small extra monthly charge for BT Business Broadband Voice. For more information, go to **www.bt.com/business/broadbandvoice**

Already got BT Business Broadband Voice?

- For set-up, see the BT Business Broadband Voice Quick Start Guide at **www.bt.com/business/bbv/userguide**
- To customise your BT Business Broadband Voice features, go to **www.bt.com/business/yourbbv**
- For more phone lines and advanced call management, upgrade to BT Hosted VoIP at **www.bt.com/bthostedvoip**

Help

How to get help – if you need it – including with connecting to broadband and general troubleshooting.

Use this section to find help with...	Page
Connecting to the internet using your BT Business Hub	29
Setting up or using a BT Business Total Broadband feature	36
General troubleshooting	37
Resetting your Hub	55

Help with connecting to the internet using your BT Business Hub

For example: you can't browse the internet or send email, and your internet connection's very slow.

What to do...

Check your Hub lights
If the Power light is flashing red, see page 30.

If the Power light is not flashing red, try restarting:

1. switch off power at the mains power socket
2. unplug the power cable from your Hub
3. wait for one minute
4. turn the power back on
5. plug the cable back into your Hub

Restarting fixes most connection problems but if you still can't connect, check your Hub lights using the table below.

Guide to your Hub lights		Section	Page
POWER	Power light is flashing red	A	30
	No lights	B	31
BROADBAND	Broadband light is flashing green (rapidly)	C	31
BROADBAND INTERNET	Internet light is red (and Broadband light is solid green)	D	33
BROADBAND	Broadband light is flashing green (slowly)	E	33
INTERNET	Internet light is green	F	35
POWER	Power light is solid red	G	36

A POWER Power light is flashing red

IMPORTANT – do not turn off or restart your Hub when the power light is flashing red.

We may occasionally update your Hub's firmware. A firmware update can take up to five minutes, and will automatically restart your Hub. We try to do this overnight to reduce the effects on you. However, if your Hub is switched off when the work is scheduled, the updates will be carried out as soon as your Hub is switched on again.

During an update, the Power light on your Hub will flash red. Please **do not** switch off your Hub during this time. The other lights may flash green, which indicates that data is being transmitted – this is normal.

When the update is complete, the Power light will flash green, then all the lights will switch off as your Hub restarts.

When your Hub restarts, the Power light will glow steady green. After a few seconds, the other lights will start to come back on and you can continue to use your Hub.

B No lights

1 Turn off your Hub at the mains power socket and unplug your Hub's power cable.

2 Check that your Hub's power cable is correctly inserted into the Power socket on the back of your Hub.

3 Check that the mains power socket is working.

4 Plug your Hub's power cable back into the mains power socket and turn on.

5 If no Hub lights are on, try resetting the Hub's default settings. See page 55.

6 Wait a couple of minutes for the Power light to glow green.

7 If there are still no lights on on your Hub after these steps, call 0800 800 154* (please make sure you're at your computer, and that it's switched on, when you call).

C BROADBAND Broadband light is flashing green (rapidly)

Your Hub is connecting to broadband. Please wait a while.

Please note: after you've installed your Hub, it can take up to 24 hours to establish the fastest, most reliable service possible on your line. During this time, your broadband service may be interrupted. This is normal. Please leave your Hub connected and it should settle down after 24 hours.

We'll also remotely test your line for up to ten days after your broadband is activated. This may occasionally interrupt your service.

* Calls to 0800 numbers are free from UK landlines. Mobile costs may vary. See **www.bt.com/pricing** for details. All calls made to BT or from BT may be recorded to help us give you a better service.

If you still can't use your broadband service after 24 hours, please try the following:

1. make sure it's your broadband activation date (to check your activation date, please see your 'welcome' letter or email)
2. restart your Hub by switching off at the mains power socket, waiting a minute then switching back on again
3. use the CD (included in your Welcome Pack) to install and run Desktop Help (see page 4) to help you fix connection problems. When you've installed Desktop Help, you'll see the icon on your desktop.
4. check that any extension sockets you're using have an ADSL filter fitted (see page 42)
5. if you're using an extension lead or extension socket, plug the ADSL filter and Hub directly into the main phone socket
6. unplug any other telephone devices (such as telephones and fax machines) in your office, leaving only your Hub and its ADSL filter plugged in
7. if the Broadband light is now a steady green, your Hub is successfully connected to broadband. Connect your computer to your Hub and open your web browser to check you're connected to the internet
8. if the Broadband light still isn't steady green, either your office's wiring or an ADSL filter may be faulty. Reconnect each ADSL filter and telephone device in turn, checking the Broadband light, to find out if any device is faulty. Also make sure that every device in use is using an ADSL filter
9. if your Broadband light continues to flash, there may be a fault or interference on your line. Call us on 0800 800 154* (please make sure you're at your computer, and that it's switched on, when you call)

* Calls to 0800 numbers are free from UK landlines. Mobile costs may vary. See **www.bt.com/pricing** for details. All calls made to BT or from BT may be recorded to help us give you a better service.

D BROADBAND / INTERNET Internet light is red (and Broadband light is solid green)

Broadband is active, but your Hub can't connect to it.

1. Restart your Hub by unplugging the power cable and plugging it in again.
2. If, after a couple of minutes, the Internet light is still red, check broadband service status by calling 0800 169 0199*.
3. Wait a couple of minutes until the Internet light glows green and open your web browser on your computer to check you're connected to the internet.
4. We recommend that you use the CD (included in your Welcome Pack) to install and run Desktop Help (see page 4) to help you fix connection problems. When you've installed Desktop Help, you'll see the icon on your desktop.
5. If the Internet light is still red, call us on 0800 800 154* (please make sure you're at your computer, and that it's switched on, when you call).

E BROADBAND Broadband light is flashing green slowly (light flashes roughly every second)

1. Make sure it's after 8pm on your broadband activation day. If not, please wait until after this time.
2. If it's after 8pm on your broadband activation day, check that the broadband cable is correctly inserted into your Hub's DSL socket.
3. Check that the other end of the broadband cable is correctly inserted into the ADSL filter's DSL socket, and that the ADSL filter is correctly plugged into your phone socket (see pages 42 and 43).
4. We recommend that you use the CD (included in your Welcome Pack) to install and run Desktop Help (see page 4) to help you fix connection problems. When you've installed Desktop Help, you'll see the icon on your desktop.
5. If you haven't installed and run Desktop Help, plug a telephone into the Phone socket on the ADSL filter and listen for a dial tone. Then follow the instructions in the dial tone table (see following page).

* Calls to 0800 numbers are free from UK landlines. Mobile costs may vary. See **www.bt.com/pricing** for details. All calls made to BT or from BT may be recorded to help us give you a better service.

There's no dial tone:

1 try unplugging the filter and plugging your phone directly into the phone socket – if there's a dial tone this means there's a faulty ADSL filter. Try swapping the filter

2 if you're using an extension socket or extension lead, plug the ADSL filter directly into the main phone socket and listen again

If there's now a dial tone at the main socket, but not at the extension: the extension lead, wiring or socket is faulty. Call us on 0800 800 154* or contact a qualified engineer for help. You can try connecting your Hub to your main phone socket. If the Broadband light turns green, your Hub's now connected to broadband. Connect your computer to your Hub and open your web browser.

If there's no dial tone at the main socket: there's a problem with your telephone line. Call us on 0800 800 154*.

There is a dial tone:

1 check broadband service status by calling 0800 169 0199*. If service is okay, and you're using an extension lead or extension socket, plug the ADSL filter and Hub directly into the main phone socket

2 unplug any other telephone devices (such as telephones, fax machines, digital TV boxes) in your office, leaving only your Hub and its ADSL filter plugged in

If the Broadband light is now a steady green: either your office's wiring or an ADSL filter may be faulty. Reconnect each ADSL filter and telephone device in turn, checking the Broadband light, to find out if one is faulty. Also make sure that every telephone device that's plugged in uses an ADSL filter. If you moved your Hub, try moving it back. When the Broadband light is green, and your computer is connected to your Hub, open your web browser – you should now be connected to the internet.

If the Broadband light is still off: and today is your activation day, please wait until after 8pm. If you still have no Broadband light after 8pm, call us on 0800 800 154* (please make sure you're at your computer, and that it's switched on, when you call).

* Calls to 0800 numbers are free from UK landlines. Mobile costs may vary. See **www.bt.com/pricing** for details. All calls made to BT or from BT may be recorded to help us give you a better service.

F INTERNET Internet light is green

Your Hub is connected to broadband, but there may be a problem with your computer and/or its connection to your Hub. Try the following:

1 restart your Hub by unplugging the power cable, waiting a minute and plugging back in

2 restart your computer

3 wait for your Hub's Internet light to turn steady green

4a if you're using an Ethernet cable

Check that this cable between your Hub and computer is inserted correctly.

> For more help, follow the manual set-up steps on page 15
> If you're connecting to the internet but it's very slow or unreliable, see page 49

4b if you're using wireless

There are many things that can affect a wireless connection, including settings on your computer, position of your computer and Hub in your office, and interference with the wireless signal. The following tips may help:

- check that your computer's wireless adapter is fitted and/or turned on. Some laptop computers have a small switch – see your computer manual for help
- check your wireless connection software – it should show if your computer's connected to your Hub

For help setting up a wireless connection, run the CD that's included in your Welcome Pack.

- try moving your computer closer to your Hub
- make sure your computer and Hub aren't close to large electrical appliances
- try changing wireless channels (see page 49)

5 If none of the above solves this problem, call us on 0800 800 154* (please make sure you're at your computer, and that it's switched on, when you call)

If your wireless connection is slow or unreliable, see page 49.

G POWER **Power light is solid red**

There's a problem with the power supply to your Hub. Call us on 0800 800 154*.

Setting up or using a BT Business Total Broadband feature

Extra services are included with your BT Business Total Broadband order. They won't be set up automatically, so please activate them at **www.bt.com/business/activate**

If you've got a question, it may have been asked before. Search our frequently asked questions online at **www.bt.com/business/help/**

If you can't find what you're looking for, maybe another BT Business Total Broadband user can answer your question in our online forum – go to **www.bt.com/business/help/forums**

Help with general office computing and technology

BT Engineer Install can give you professional IT support and advice across a wide range of computer and IT devices. For help in your office or over the phone, go to **www.bt.com/business/help/engineerinstall** or call us on 0800 400 400*.

* Calls to 0800 numbers are free from UK landlines. Mobile costs may vary. See **www.bt.com/pricing** for details. All calls made to BT or from BT may be recorded to help us give you a better service.

General troubleshooting

We recommend that you run the CD included in your Welcome Pack and install Desktop Help. Desktop Help (see page 4) identifies problems with your broadband, email or Wi-Fi connection, suggests quick fixes or fixes problems remotely.

In this section, you'll find some answers to the more common connection problems. If you're online, see **www.bt.com/business/help/broadband** for lots more help and advice.

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Q My CD won't run. What should I do?

PC users:

1 insert the CD into your CD drive

2 if asked to install or run a program, close this window

3 go to **My Computer** and double-click on the drive containing the CD

4 double-click on the file name **setup.exe**

5 follow the on-screen instructions

Mac OS users:

1 double-click the BT Business Total Broadband desktop icon

2 double-click Setup.app

If your CD still won't run, follow the steps on page 13 for connecting your computer manually to your Hub.

Q How do I make a connection to my computer without using the CD?

I'd like to...	Page
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Connect computer manually using the Ethernet cable	15

Q Where can I find my email address and password?

You selected a BT Connect email address, also known as your BT Business Total Broadband username or BT Connect email address, when you ordered the service. It will look similar to **your.name@btconnect.com**. You selected a password at the same time.

Your email address and password were sent to you by email or letter. To access your email, type **www.bt.com/business/login** into your web browser. To sign into your email account, you need your email address and your password (see above).

> You don't need your BT Connect email address (i.e. your BT Business Total Broadband username) or its password to connect to BT Business Total Broadband, but you do need them to access your email. To connect to broadband, you use your network login username
> If you can't find these details, call us on 0800 800 154*

Q Where can I find my BT Business Broadband Voice username (056 phone number) and password?

These details were sent to your preferred email address when you ordered the service. To access your email, type **www.bt.com/business/login** into your web browser. Your BT Business Broadband Voice username is the same as your BT Business Broadband Voice 056 number.

If your Hub's Phone light is green, you can also find your BT Business Broadband Voice phone number using your Hub Manager (see page 52).

If you can't find your BT Business Broadband Voice username (your username is the same as your BT Business Broadband Voice 056 number) and password by checking your email or Hub Manager (see page 52), go to **www.bt.com/business/yourbbv**

Q I already have a modem or router. What should I do?

Turn it off and unplug it from the main power socket. Then follow the leads and unplug them from your computer and phone socket. If it's connected to an ADSL filter, unplug it from the filter. Follow the **Quick Start** guide or the set-up instructions on page 6.

If you no longer need old electrical equipment, please dispose of it following your local authority's recycling advice. For more information, contact your local authority or the equipment's seller.

* Calls to 0800 numbers are free from UK landlines. Mobile costs may vary. See **www.bt.com/pricing** for details. All calls made to BT or from BT may be recorded to help us give you a better service.

Q I already have a BT Business Hub. What should I do?

Unplug it from the main power socket, then follow the leads and unplug them from your computer (if not using wireless) and ADSL filter. Follow the **Quick Start** guide or the set-up instructions on page 6 to set up your new BT Business Hub and reconnect your computer.

- If using wireless, you'll need to set up your wireless connections again using the security details for your new Hub. The set-up instructions on page 13 will show you how to do this.
- If you use BT Business Broadband Voice, your existing talk number should be automatically activated on your Hub shortly after it's connected to broadband. You'll know this when the Phone light glows steady green. If it doesn't glow green within a few hours, you can activate it yourself. Go to **www.bt.com/business/broadbandvoice** to find out how to do this.
- If you've received your new Hub as a replacement for a faulty one, please return the faulty Hub following the instructions we gave when you contacted the helpdesk.

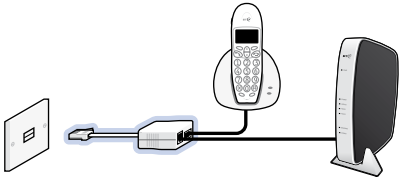
Q Can I use an extension lead to connect my Hub to my phone socket?

Yes. We recommend that the extension lead is in good condition and is no longer than ten metres. Using extension leads can affect broadband performance. To find out about using ADSL filters with extension leads, see the following question, 'Fitting filters – what do I do?'.

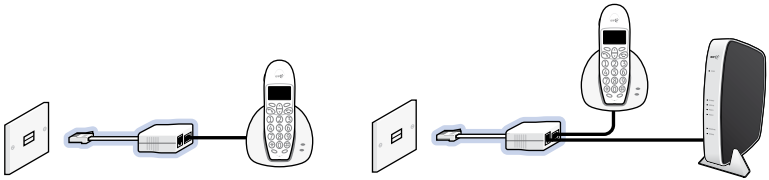
Q Fitting filters – what do I do?

Follow the example below that most closely matches your office set-up.

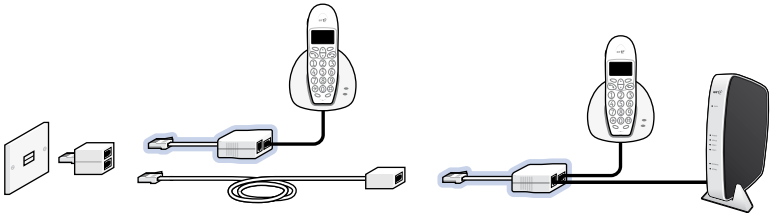
One socket



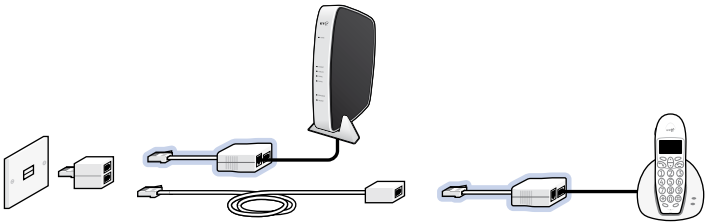
More than one socket



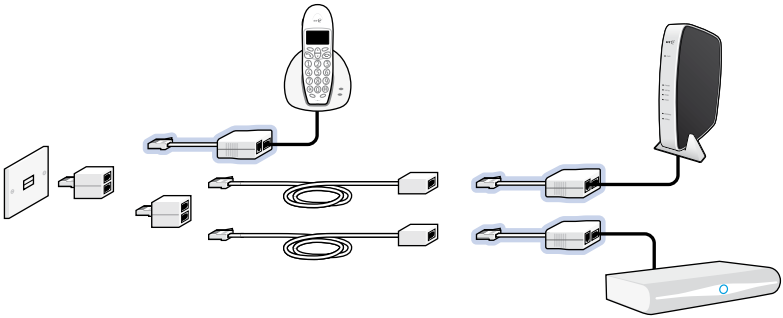
One socket – phone near socket. Extension lead/doubler runs to where Hub is



One socket near Hub, extension lead doubler used for phone



One socket – extension lead to Hub and extension lead to printer/fax



Tips

- You can connect a phone and Hub to the same ADSL filter.
- You can connect two phones to the same ADSL filter if you use a socket doubler.
- An ADSL filter should be at one or the other end of an extension lead only, not both.
- If you're using an extension lead for your Hub, the ADSL filter must be fitted at the same end as the Hub.
- If you've a socket, but there's nothing plugged into it, you don't need an ADSL filter.

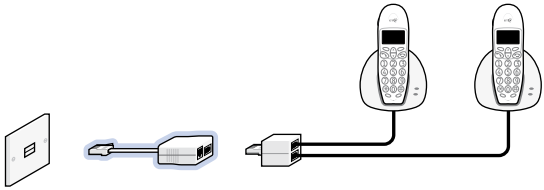
Q I have an ADSL master socket. Do I still need to use filters?

No. When you get to **Quick Start** guide step 3, you'll simply plug your broadband cable straight into the ADSL master socket's DSL socket.

A broadband (ADSL) master socket looks like this:

Q Can I connect more than one telephone to a filter?

Yes. If you use a socket doubler, you can connect more than one phone to a single ADSL filter, as shown here.



Q What do I do if I don't have enough ADSL filters?

You can order ADSL filters at **www.shop.bt.com/microfilters** and most computer shops or by calling us on 0800 800 152*.

You can still install broadband even if all devices don't yet have an ADSL filter, but you must unplug any device without an ADSL filter from its phone socket. You can reconnect the device once you've an ADSL filter for it.

* Calls to 0800 numbers are free from UK landlines. Mobile costs may vary. See **www.bt.com/pricing** for details. All calls made to BT or from BT may be recorded to help us give you a better service.

Q My broadband connection to my Hub is unreliable. What should I do?

If it's **less than ten days** since you first connected your Hub to broadband, please wait a little longer. Your line needs time to establish its best broadband speed. To make sure you receive the fastest, most reliable service possible on your line, we'll remotely test it for up to ten days after your broadband is activated. This may occasionally interrupt your service and cause your speed to vary. This is normal, and your speed will settle down after ten days.

Please note: if you use an online speed checker to test your broadband speed during these ten days, it may give you an inaccurate and misleading result.

If it's **after ten days**, please try the following:

1. restart your Hub by unplugging it at the main power socket
2. check that any extension sockets you're using have an ADSL filter fitted (see page 42)
3. if you're using an extension lead or extension socket, plug the ADSL filter and Hub directly into the main phone socket
4. unplug any other telephone devices (such as telephones, fax machines, printers etc.) in your office, leaving only your Hub and its ADSL filter. This may identify if an unfiltered device or faulty filter is interfering with your broadband line

Q Why does my broadband speed seem slow?

Your broadband service will give you the fastest speed your phone line can support. Line speeds may vary depending on a number of factors, such as line quality, distance from your exchange or usage on the network.

Please note: for accurate information about your broadband speed, see our speed checker at **http://speedtester.bt.com**

Q Is my broadband a contended service? If so, what is the contention ratio?

Although the new BT Business Total Broadband is a contended service, it isn't contended at the exchange level by the previous 20:1 and 50:1 ratios. However, this doesn't mean that you'll receive a one-to-one contention. The contention happens at the national level and only at busy periods.

BT plans the whole network to provide good performance and shares its national infrastructure between all users. This works well, as consumer use in the business day is low, which gives a very good performance for business customers.

Q Is there anything I can do to improve the speed of my broadband connection?

A number of factors at your business premises may affect the speed of your broadband connection.

- **Sharing a broadband connection** – Attaching more than one computer to your broadband connection may slow down your connection speed.
- **Slow processor speed** – If your computer is running at a slow speed (e.g. the first time it connects to the internet, loading new security software and email programs), this may slow down your connection speed.
- **Multiple activities** – Too many things happening over your broadband line may affect the quality of service you receive. Simply try to reduce the number of things happening at once over your broadband line.
- **Poor quality extension wiring** – To improve performance, we recommend that you use Ethernet cables or wireless connections and filters, and that you move your Hub and/or computer away from any heavy-duty electrical equipment.

Q How can I set up my BT Business Hub manually?

Follow these steps:

1. connect your computer to your Hub, using the yellow Ethernet cable
2. open a web browser and type in **http://home** to access your Hub Manager or, if that doesn't work, type in **192.168.1.254**

3 click the Settings tab, then click on Broadband

4 type in your network login username and password, then click Save

5 you may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Hub.

If you aren't sure of your network login username and password, please see the 'welcome' letters or emails we sent when you ordered your BT Business Total Broadband service.

Q What do I need to use wireless?

Your computer needs to be using a wireless adapter or have built-in wireless. The wireless adapter should be 802.11b or g compatible.

Q How can I tell if my computer has built-in wireless?

If you're using a laptop bought within the last year or two, it's likely to have wireless built in. You need to turn on wireless on some laptops using a switch or button on the computer or an option in the software. Check the documents supplied with your computer.

Q Where can I buy a wireless adapter?

These are available at **www.bt.com/shop** and most computer shops. Check your computer manual to make sure the type of adapter you plan to buy is compatible with your computer. The wireless adapter should be 802.11b or g compatible.

Q Where can I get help with my computer's wireless?

Please see your computer or wireless adapter manual. For help with setting up a wireless connection to your Hub, run the CD that's included in your Welcome Pack.

For more information, go to **www.bt.com/business/help/broadband** and type 'wireless' in 'All of Help & Support' in the search box.

Q My computer or device doesn't work with WPA. Can I still use wireless on my Hub?

It may be possible to upgrade your computer operating system or wireless adapter to support WPA. See your wireless adapter manufacturer's web site for more information. If your adapter or device only supports WEP, you can change your Hub to accept WEP wireless connections (see below).

Q How do I change my Hub to accept WEP wireless connections?

We recommend that you use WPA, but if you need to change the settings, type **http://home** in the address bar of your web browser and press Enter or your return key to access your Hub Manager. Then:

1. click on the Wireless icon – the Wireless Configuration screen will appear
2. under Wireless Security, select WEP-Open for Authentication Type
3. under Wireless Key, use either the default encryption key or custom encryption key and type in a new 'key' of your choice. You can use letters 'a' to 'f' or any numbers. It should be ten characters for 64-bit and 26 characters for 128-bit WEP key length. (Please don't enter the default key that came with your Hub.)
4. make a note of your new key and click Save. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Hub.

Please note: any devices already connected wirelessly to your Hub will be disconnected. To reconnect these, you'll need to use the new key you've just chosen and change their security setting to WEP. Follow the instructions provided with the devices. You'll probably need to locate the wireless network connection settings, select your Hub from the list of devices in range, choose to connect to it and enter your new key when asked.

Find out more about changing your wireless security at **www.bt.com/business/help/wifisecurity**

Q The wireless connection to my BT Business Hub is slow or unreliable. What can I do?

We recommend that you keep your Hub and computers at least 20 feet away from large electrical appliances. Thick walls, metallic surfaces (e.g. mirrors) and other wireless networks can also cause slow or unreliable connections.

The distance between your computer and Hub can also affect your wireless connection. When setting up a wireless connection for the first time, try to position your computer close to your Hub, making sure there are no walls or barriers between them. Once a wireless connection has been made, you can move your computer farther away.

Your computer or wireless device should indicate the strength of the wireless signal received. If you think your Hub is being affected by interference, try moving it and/or adjusting its position.

Your Hub will automatically select the most appropriate channel and may select a new channel if a high level of interference is detected. You can also sometimes improve your wireless signal by refreshing or changing the wireless channel on your Hub (see 'How do I change the wireless channel on my BT Business Hub?').

Q How do I change the wireless channel on my BT Business Hub?

1. Access your Hub Manager by typing http://home in the address bar of your web browser and pressing Enter or your return key.
2. Click the Wireless icon.
3. In the Network section, select an alternative Wireless Channel.
4. Click Save. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Hub. Wait one minute for your device to pick up the new channel.

If you're still experiencing problems, follow steps 1 to 3 again to choose an alternative wireless channel, then click Save.

If you need help, go to **www.bt.com/business/help/hub** or call 0800 800 154*.

* Calls to 0800 numbers are free from UK landlines. Mobile costs may vary. See **www.bt.com/pricing** for details. All calls made to BT or from BT may be recorded to help us give you a better service.

Q My computer is showing a message 'Windows cannot configure this wireless connection' when I try to set up a wireless connection. What can I do?

Your wireless adapter's pre-installed wireless software is preventing you from using the Windows standard wireless software. Find the wireless adapter's on your computer by clicking Start then All programs and looking through the list. Once you find this software, you can either use it to set up your wireless connection – its help function may be useful if you're not sure how to do this – or there may be a tick box that allows Windows to control the wireless set-up.

Q I'd like to continue using my existing router. What do I need to do to connect to BT Business Total Broadband?

We recommend that you use the BT Business Hub to get the most out of your BT Business Total Broadband service. However, if you prefer to use another type of modem or router, please follow its set-up instructions.

You may need the following information:

Connection, PPP or username:	xxxxxx@hgxx.btclick.com
(You can find the above details in your 'welcome' letters or emails)	
Password:	As supplied in your 'welcome' emails
Encapsulation:	PPPoA or PPP over ATM
Multiplexing:	VC-based or VC Mux
VPI/VCI:	0/38

Once you've successfully connected your computer to the internet, you're ready to continue your set-up and explore your broadband service's great features, including security, email, content screening, internet access control, BT Business Broadband Voice – and more. Go to **www.bt.com/business**

Q How do I set my computer to obtain an IP address automatically?

Windows 98SE/Me

1. Go to Start then Settings and click Control Panel.
2. Double-click the Network icon.
3. Under the Configuration tab, select TCP/IP for the network adapter you use to connect to your Hub.
4. Click Properties.
5. Select Obtain an IP address automatically.
6. Click OK twice.
7. Restart your computer.
8. Open your web browser.

Windows 7/Vista/2000/XP

1. Go to Start and click Control Panel then:

   Windows 7: click Network and Internet, then Network and Sharing Centre, then Change Adapter Settings

   Vista: click Network and Sharing Centre, then Manage network connections.

   2000/XP: click Network Connections
2. Right-click the icon for the network adapter you use to connect to your Hub.
3. Click Properties.
4. **Windows 7:** select TCP/IP v4

   Vista/2000/XP: select TCP/IP.
5. Click Properties.
6. Select Obtain an IP address automatically.
7. Click OK twice.
8. Open your web browser.

Mac OS X

1. Go to the Apple menu, open System Preferences..., then click Network.
2. Select the adapter you use to connect to your router.
3. Mac OS X 10.6 and earlier: select TCP/IP.
4. In Configure select the Using DHCP option.
5. Click Save/Apply Now and close the window.
6. Open your web browser.

Once your computer is successfully connected to the internet, you're ready to explore your broadband service's great features, including security, email, content screening, internet access control – and more. Go to **www.bt.com/business**

Q What do I do if a dial-up networking window appears when trying to connect to the internet?

Windows

1. Go to Start and click Control Panel then click Internet Options.
   Or, for Windows 7 only: go to Start and click Control Panel, then Network and Internet, then Internet Options.
2. Click the Connections tab.
3. Select Never dial a connection.
4. Click LAN Settings.
5. Tick Automatically detect settings.
6. Click OK twice.

Mac OS X

1. Select System Preferences then Network to show: Network Port Configurations.
2. Drag Internal Modem to the bottom of the list, or 'untick' it to make it inactive.

Once your computer is successfully connected to the internet, you're ready to explore your broadband service's great features, including security, email, content screening, internet access control – and more. Go to **www.bt.com/business**

Q How do I access my Hub Manager?

Open your web browser and type **http://home** or **http://192.168.1.254** in the address bar and press Enter or your return key.

When you submit or save any changes in your Hub Manager, you may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Hub.

Q What is my Hub Manager's password?

For security reasons, your BT Business Hub is set with a unique admin password. It's your Hub's serial number. You can find your Hub's serial number on the side of your Hub.

To change your Hub Manager's password:

1 once your BT Business Total Broadband service is set up, access your Hub Manager by typing **http://home** or **http://192.168.1.254** in the address bar of your web browser and pressing Enter or your return key

2 click Settings at the top of the page, then Password

3 you'll be asked to enter the current password (your Hub's default password is its serial number)

4 follow the on-screen instructions to set a new password

Q I'm trying to select the subnet 10.x.x.x IP range and have received an error in my Hub Manager. What can I do?

Even if BT Openzone is disabled, the subnet 10.x.x.x IP range settings remain. We therefore suggest you use an alternative IP range or follow the steps below to obtain the subnet 10.x.x.x IP range:

1 unplug your broadband cable

2 reset your Hub. To find out how to do this, see page 55

⚠ **WARNING:** resetting your Hub means you also have to reset any changes you've made to the Hub software. To see what such changes may include, see page 55.

3 access your Hub Manager by typing **http://home** or **http://192.168.1.254** in the address bar of your web browser and pressing Enter or your return key

4 click Settings, then LAN and Private Network

5 change your LAN settings to use the subnet 10.x.x.x. IP range

6 plug in your Broadband cable

Q How do I dispose of old equipment?

If you've received your new BT Business Hub as a replacement for a faulty one, please return the faulty one together with its power cable following the instructions we gave when you contacted the helpdesk.

If you've other old electrical equipment you'd like to dispose of, see **www.bt.com/business/equipmentdisposal** (click on **Email BT**, then enter your details).

Before disposing of any such equipment, we recommend you reset it to its default settings – this should remove all your personal settings. To find out how to reset your Hub to its default settings, see page 55.

Q I'm moving office. What should I do?

Call us on 0800 800 152* giving at least five days' notice. The BT Business Total Broadband service is subject to availability at your new office.

Q Where can I get help with general office computing and technology?

BT Engineer Install can give you professional IT support and advice across a wide range of computer and IT devices. For help in your office or over the phone, go to **www.bt.com/business/help/engineerinstall** or call us on 0800 400 400*.

* Please note: calls to 0800 numbers are free from UK landlines. Mobile costs may vary. See www.bt.com/pricing for details. All calls made to BT or from BT may be recorded to help us give you a better service.

Resetting your BT Business Hub

WARNING: resetting your Hub means you also have to reapply any changes you've made to the Hub software. These changes may include:

- activating BT Business Broadband Voice – see page 28
- any wireless settings you may have changed
- your Hub password and any Hub Manager changes – see page 52
- port forwarding settings

To reset your Hub to its factory default settings, removing all personal settings:

1. use a pin or paperclip to press and hold the recessed Reset button on the back of your Hub for 15 seconds until your Hub lights go out
2. stop pressing and wait for the Hub's Broadband light to glow green – this may take several minutes

Alternatively, you may reset your Hub using your Hub Manager.

1. Open your web browser and type **http://home or http://192.168.1.254** in the address bar and press Enter or your return key.
2. Select the Settings tab, then the Diagnostics tab, followed by the Resets link.
3. In the Reset to Factory Default State, click the Reset button. You may be asked to enter your password – if you haven't changed it, the default password is the same as the serial number on the side of your Hub.

Please note: BT Openzone will be enabled when you reset your Hub. For more information on BT Openzone, see page 27.

Notices

Bandwidth

As you know, with BT Business Total Broadband and your BT Business Hub you can enjoy adding a number of services to your office network. Add these to all the online activities you may also be doing (such as downloading files) and you'll end up with a busy broadband line!

Please bear in mind that too many things happening at once over your broadband line may affect the quality of service you receive – this is normal and not a fault with your service. Although it's unlikely, this may, for example, result in slow downloads and small interruptions to phone calls. Simply try to reduce the number of things happening at once over your broadband line. Your service can also be affected if the internet is busy.

Warranty

We guarantee that the BT Business Hub will work to the relevant specification for the minimum period of your agreement* and that it will be free from faulty design, manufacture or materials. If at any time during the minimum period you find that the Hub or other equipment isn't working properly, you may return it to us and we'll replace or (at our option) repair it.

We won't be responsible for any defects arising from fair wear and tear, accidental or wilful damage, misuse or failure to follow our instructions. If you return any equipment as faulty, we may test the equipment – if it's working, we'll send it back to you. If we do so, we may charge you our costs for our testing and postage. This doesn't affect your legal rights relating to equipment that's faulty or wrongly described.

Safety and regulatory instructions for your BT Business Hub

Please read this document carefully before set-up!

- Your Hub will get warm once connected to the power supply. Although this is normal, you should make sure that your Hub has adequate ventilation to prevent overheating. Never block the vents on your Hub.
- Don't expose your Hub to rain, water, moisture or direct sunshine.
- Don't spill liquid on your Hub.
- Keep your Hub away from sources of heat such as heaters or radiators.
- Don't attempt to disassemble or open up your Hub yourself. Not only will it make your warranty void, it may expose you to dangerous voltage or other hazards.
- Before cleaning your Hub, disconnect it from its power supply. Use a damp cloth for cleaning.
- For better performance, don't place your Hub on a television or computer monitor.
- In the event of an electrical storm, you must unplug all of your equipment from the electricity supply and phone sockets.

* The minimum period is 12 or 18 months, depending on the Option you chose when you placed your order.

- This product intentionally generates low-level radio frequency signals and, as such, there is a very small risk that it may interfere with sensitive medical devices, for example a heart pacemaker, when in close proximity. If you've any concerns, we recommend that you consult the medical device manufacturer before using this product.
- The plug on the power cable serves as a disconnect device. Make sure that the power socket you plug the power cable into is easily accessible and located as close to the equipment as possible.

Save energy

Please avoid wasting energy while using your computer or other equipment. You can set up your computers to go into standby or low-energy mode automatically.

Please disconnect your Hub from its power supply when not in use for an extended period (e.g. a holiday), but remember that when you do so all connected computers (and any other devices that use your Hub to connect to your broadband line) will lose internet access and BT Business Broadband Voice won't work. Remember to restore power to your Hub before turning your computer(s) on.

Product disposal instructions for residential users

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to reduce the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

The symbol shown above and on the product means that the product is classed as Electrical or Electronic Equipment and you should not put it into your domestic waste bin.

When you've no further use for your product, see **www.bt.com/business/equipmentdisposal** (click on **Email BT**, then enter your details).

Declaration of Conformance

Declaration of Conformance with European Community Directive 1999/EC.

This product is intended for use within the UK for connection to the public telephone network. This equipment complies with the essential requirements for Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC. The Declaration of Conformance can be found at **www.bt.com/business/help**

Terms and conditions

BT Business Total Broadband and BT Business Broadband Voice are covered by terms and conditions. To review terms and conditions for BT Business Total Broadband, go to **www.bt.com/business/totalbroadband**; for BT Business Broadband Voice, go to **www.bt.com/business/broadbandvoice**

Windows is a registered trademark of Microsoft Corporation in the United States and other countries.

Useful information

Memo (add your details here to have them handy)

BT Business Total Broadband username:
BT Business Total Broadband password:
BT Business Broadband Voice telephone number:
BT Business Broadband Voice password:
Wireless network name (SSID)[1]:
Wi-Fi key (WPA WEP)[1]:
Security type (WPA-PSK or WPA2-PSK or WEP):
BT Business Hub Manager password[2]:

1 Printed on side of your Hub.
2 Default is your Hub's serial number – see side of your Hub.

Contact us

BT Business Total Broadband web site	www.bt.com/business
BT Business Total Broadband helpdesk	0800 800 154
BT Business Broadband Voice	0800 169 1146
Broadband service status	0800 169 0199

Calls to 0800 numbers are free from UK landlines. Mobile costs may vary. See **www.bt.com/pricing** for details. All calls made to BT or from BT may be recorded to help us give you a better service.

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Offices worldwide

The services we've described in this publication may not always be available and we may change them. And nothing we've written here is contractual. When we supply services and equipment, our terms and conditions apply.

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